

Print and Post Customer Services Assistant

Job Ref: REQ17912

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Operational Services Grade 3

Job Purpose

To work as part of the Print and Post Services front of house team responsible for delivering mail, parcels and 'copy shop' services to University students, staff and external visitors to campus. You will ensure all customers receive a first class service that achieves customer satisfaction, cost-effectiveness and professional production.

Job Duties

- To receive internal and external telephone calls, email messages and other requests for work plus to welcome visitors to Creative and Print Services and act as first point of contact, to a defined standard of customer service.
- Assist with the processing of incoming mail, parcels and collection services.
- To maintain a general awareness of work being undertaken through Creative and Print Services in order to accurately and quickly deal with enquiries arising from telephone calls or personal visits to the department.
- To contribute to excellent working relationships with customers and suppliers either in person or via telephone/email.
- To offer help, advice and support to customers on services available, in print, mail and parcels.
- To process digital files, using manual and digital equipment, to the satisfaction of the customer.
- To use all copy shop and postal equipment and to ensure that the working environment is well maintained and in a clean and tidy condition.
- To undertake sales transactions via the till and support the Print and Post Customer Services Manager with handling cash and internal transfers via the till, including cash up and associated end of day processes.
- Undertake any other duties appropriate to the post as may be required by the Print and Post Customer Services Manager and Print and Post Services Manager.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Print and Post Customer Services Manager and local Managers.

Level of Supervision

Left to work within agreed guidelines subject to guidance from Print and Post Customer Services Manager and local Managers.

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Previous experience of working in a busy customer service/retail operation.	1,3
	Experience of working to customer deadlines.	1,3
Skills and abilities	Sound working knowledge of IT packages including Microsoft Office, e-mail and internet.	1,2,3
	Excellent interpersonal and communication skills with the ability to use tact and discretion.	1,3
	The ability to fulfil the physical requirements of the role.	1,2,3
	Ability to: <ul style="list-style-type: none"> • Use initiative • Prioritise own workload • Work under pressure and to fixed timescales • Demonstrate excellent organisational skills • Demonstrate technical confidence 	1,2,3
	Experience of the Tharstern print management software.	1,3
Training	Willingness to undertake further training and to adopt new procedures as and when required.	1
	Manual Handling Training	1,3
Qualifications	Educated to GCSE standard including Grade C or equivalent in Maths and English.	1
Other	Commitment to observing the University's Equal Opportunities policy at all times	1
	Requirement to work flexibly with hours between 0730 and 1800 hours (Monday to Friday) and Saturday 0900 until 1400 hours (as part of a rota).	1
	Working locations will be flexible and varied.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working within a print/copy shop or postal service.	1,3
Skills and abilities	An understanding of KX Parcels system.	1,2,3
	Knowledge of IT files and disk formats e.g. PDF, Zip.	1,3
Qualifications	NVQ level 2 or suitable alternative.	1

Conditions of Service

Two positions are available as part of this campaign. Both positions are full-time and an open-ended. Salary will be on Operational Services Grade 3, £16,983 - £19,305 per annum, subject to annual pay award and at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Mark Ramsay, Print and Post Services Manager by email at m.ramsay@lboro.ac.uk or by telephone on 01509 228602.

Applications

The closing date for receipt of applications is **22 October 2017**.